



Purchasing Card – How to Enroll in Real-Time Alerts Procedure # 3013.8; Rev. 1 (Effective January 17, 2020)

Related Policy: [UW-3013 Purchasing Card Policy](#)

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I. Procedure statement

U.S. Bank will notify cardholders via text and/or e-mail when previously identified or suspicious activity has been detected on a purchasing card. Cardholders can easily confirm whether a transaction is valid or fraudulent, ensuring fewer unnecessary declines and prompt protection in the event of attempted fraud.

II. Who is affected by this procedure

Purchasing card cardholders.

III. Procedure

- A. Login to [U.S. Bank's Access Online \(access.usbank.com\)](https://access.usbank.com). If you have not previously registered in Access Online, complete the registration steps below:
 - 1. Visit the [U.S. Bank Access Online site](https://access.usbank.com) and click **Register Online**.
 - 2. Enter the following information:
 - i. **Organization Short Name:** uwmdsn
 - ii. **Account Number:** The 16-digit account number located on the front of the new card.
 - iii. **Account expiration date:** The month/year of expiration located on the front of the new card.
 - iv. Click **Register This Account**.

Note: If the cardholder has more than one card to register, the cardholder should click **Additional Account**, enter the additional account information, and click **Save List**.

- 3. Establish a User ID and password.

4. Select three unique authentication questions and answers to be used if the password is forgotten when attempting to log in.

Note: If a cardholder forgets the User ID, the authentication questions will not be helpful. The cardholder will likely be asked questions that were not previously answered and will be unable to log into the system. If this happens, the cardholder should contact pcard@busssvc.wisc.edu for login information.

5. Enter the cardholder contact information and click Continue. Then click Save.
- B. Navigate to My Personal Information > Account Alerts.
 - C. Confirm or provide the Mobile and Email contact information.
 - D. Review the Alert Types tabs and make selections.
 - E. Click Terms and Conditions to review.
 - F. Select the "I have read and agree to the Terms and Conditions Agreement" box and click "Submit."

IV. Contact Roles and Responsibilities

- **Cardholder:** responsible for enrolling in real-time fraud alerts if desired.
- **U.S. Bank:** responsible for sending real-time text/email alerts when fraud is suspected.

V. Definitions

- **Access Online:** U.S. Bank's web-based transaction management tool used by the Purchasing Card Program Manager to maintain the purchasing card program at UW-Madison and by purchasing cardholders to manage real-time alerts.
- **Cardholder:** the UW–Madison employee whose name appears on a purchasing card and who is responsible for all purchases made with that card.
- **Real-Time Alert:** communication in the form of a text message or email sent by U.S. Bank to an enrolled purchasing cardholder when U.S. Bank suspects fraudulent use of the purchasing card or when a purchasing card authorization meets previously set criteria established by the cardholder in Access Online.

VI. Related references

- [Purchasing Card Policies and Procedures](#)

VII. Revisions

Procedure Number	3013.8
Date Approved	April 4, 2018

Revision Dates	January 17, 2020 - Updated procedure to include Event and Purchase alerts in addition to Fraud alerts. January 19, 2021 - Updated Procedure Number to 3013.8 from 300.8. December 11, 2021 – Updated procedure to reflect changes due to Purchasing Card Module implementation.
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